

ENBRIDGE GAS INC.  
Answer to Interrogatory from  
Vulnerable Energy Consumers Coalition (VECC)

Reference: Exhibit A1/T5/S1/pg.22

Question:

- a) With respect to the Conditions of Service for the EGD Rate Zone please explain why it is a pre-requisite to have an account with a financial institution for an eligible low-income customer to have a security deposit waived. Does this provision also apply to the Union Rate Zone?
- b) Is the United Way Greater Simcoe County the LEAP administrator for both the EGD and Union Rate Zones. If not please provide the administrator name(s) for the Union Rate Zones.

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**Response**

- a) The question misstates the condition. It is the reverse where the condition is no account with a financial institution. This does not apply for the Union rate zones. The criteria will be reviewed and changed to be consistent with the new Customer Service Rules.
- b) Yes, however they have changed their name to United Way Simcoe Muskoka.